



State Transportation Building Occupant Handbook

The information provided in this Handbook will inform occupants of important building procedures, services, and policies, and provide an orientation to the building and community.

Building Occupants:

- Mass Department of Transportation
- Mass Bay Transportation Authority
- Central Transportation Planning Staff
- Executive Office of Public Safety
- Transportation Child Care Center



The Division of Capital Asset Management and Maintenance (DCAMM) oversees the State Transportation Building's facility services including, including:

- Cleaning
- Mechanical maintenance
- Grounds
- Security
- Emergency response and life safety systems

If you have any questions, please contact DCAMM Building Operations at (617) 973-7200 located in the DCAMM Management Office, Suite 2180.

NOTE: Normal business hours of operation for the State Transportation Building are 8:30 am - 5:00pm Monday through Friday.

As policies and procedures change or are revised, the Occupant Handbook will be updated to reflect these change.

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Building Operations and Contacts

The DCAMM Management Office, Suite 2180 of the State Transportation Building is open during regular business hours to respond to grounds, maintenance, mechanical, cleaning, and life safety systems. The DCAMM Management Office may be contacted 8:30am-5pm at 617-973-7200. After hours inquiries can be made to the Security Office at 617-973-7120 and the McCormack Building Control Center 24/7 line at 617-727-1000.

CONTACT	LOCATION	PHONE/FAX	E-MAIL
DCAMM Management Office	Suite 2180	(617) 973-7200	
Richard Goulet, Director of Operations and Maintenance	Room 1500 McCormack Building Boston, MA	phone: (617) 727-4050 x 31293 fax: (617) 727-8092	richard.goulet@state.ma.us
Christine Escott, Acting Facility Manager	Suite 2180	(617) 973-8222	christine.escott@state.ma.us
Ed Kennedy, Director of Life Safety and Security	Room 107 McCormack Building Boston, MA	phone: (617) 727-4100 x 31237 fax: (617) 727-2576	ed.kennedy@state.ma.us
ISA Security Office	2 nd Floor	(617) 973-7120	cmacedo@isa.us.com
Reginald Alexander, CAMIS Coordinator	Suite 2180	(617) 973-7200	Reginald.Alexandre@MassMail.State.MA.US
Control Center 24/7	Room 109 McCormack Building Boston, MA	(617) 727-1000	ControlCenter@MassMail@state.ma.us

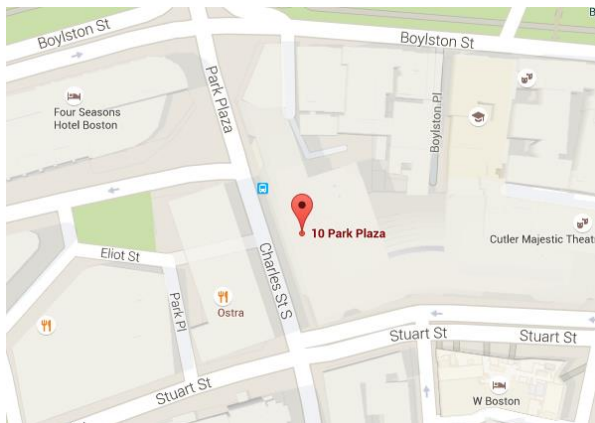
Building Information

Directions to the State Transportation Building

State Transportation Building

10 Park Plaza

Boston, MA 02116



From the North:

- Take 93 South to the Leverett Connector (immediately before the Lower Deck).
- Follow all the way into Leverett Circle, and get onto Storrow Drive West.
- Pass the government center exit on the left, and take the 2nd exit (Copley Square), which will also be on the left side.
- Get in the left lane, and at the lights, take a left onto Beacon Street.
- Take an immediate right onto Arlington Street.
- Follow Arlington past the Public Garden and crossing Boylston and St. James Streets.
- After passing the Boston Park Plaza Hotel on the left, take a left onto Stuart Street.
- The Motor Mart garage will be on the left and the Radisson garage will be on the right.
- The State Transportation Building is located at the intersection of Stuart and Charles Streets.

From the South:

- Take 93 North to the South Station exit (20).
- Bear left and follow the frontage road towards South Station.

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- The frontage road ends at Kneeland Street, and a prominent sign says to go left to Chinatown. Turn left and follow Kneeland Street (which becomes Stuart Street after a few blocks)
- Within a mile of South Station, the State Transportation Building will be on your right.
- After a mandatory right turn, the entrance to the garage is the first driveway on the right.

From the West:

- Take the Mass Pike (90) East to the Prudential Center/Copley Square exit (#22); follow tunnel signs (right lane) to Copley Square.
- Continue straight through six lights down Stuart Street.
- At this point you will be in front of the State Transportation Building.
- After turning left onto Charles Street South the entrance to the garage is immediately on the right.

By Public Transit:

GREEN LINE: Get off at Boylston Station. Walk south on Tremont Street one block toward the Wang Center. Turn right on Stuart Street. Walk half a block. The Transportation Building is on the right.

BLUE LINE: Get off at Government Center Station. From there take the Green Line inbound. Follow the Green Line directions above.

RED LINE: Get off at Park Street Station. From there take the Green Line to Boylston Station. Follow the Green Line directions above.

ORANGE LINE & SILVER LINES: Get off at Chinatown Station. Walk towards Tremont Street. Turn left on Tremont Street. Walk one block toward Wang Center. Turn right on Stuart Street. Walk half a block. The Transportation Building is on the right.

MBTA Bus 43 stops at the Charles Street entrance to the Transportation Building.

MBTA Bus 55 stops at the Stuart Street entrance to the Transportation Building.



State Transportation Building Conference Room Request Form

Please find the current conference room schedule and use the web-based form at:

<http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/state-transportation-building/state-transportation-building-conference-rooms.html>

Control Center

Located in Suite 2180, the DCAMM Management Office is available during regular business hours to respond to questions regarding the following concerns:

Air Circulation	Graffiti	Pests
Air Conditioning	Hampers	Plumbing
Air Quality	Heating	Recycling
Blinds	Keys	Restrooms
Cafeteria	Leaks	Safety
Ceiling Tiles	Lighting Codes	Signs
Conference Rooms	Lights	Smoking Complaints
Electrical	Lock Outs	Spills
Elevators	Locksmith Office	Temperature
Engineering	Cleaning Office	Trash
Falls	Moves	Vacuuming
Fans	PA Systems	
Fumes		

Contact Information for Customer Service:

Business Hours: Monday-Friday 8:30 am – 5:00 pm (617) 973-7200

After Hours: 5:00 pm- 8:00 am weekly at McCormack Building Control Center
(617) 727-1000



State Transportation Building Contractor Work Permit

The Contractor Work Permit must be signed by the Facility Manager before an agency may have materials delivered or work begun by an outside contractor.

Agencies must have a permit from DCAMM to make any changes to their work spaces. Contractors are not allowed into DCAMM buildings without a signed copy of this permit. Contractors and agencies must follow all contractor work permit stipulations. Original and copies (as well as related drawings, floor plans, and charts) must be received by DCAMM two weeks prior to beginning the project.

See next page for Contractor Work Permit:

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State Transportation Building Contractor Work Permit

Agencies must have a work permit from DCAMM to make any changes to their work spaces. Contractors are not allowed in the Transportation Building without a signed copy of this permit. Contractors and agencies must follow all contractor work permit stipulations.

Agency:
Contract:
Phone:
E-mail Address:
Location of Work:
Anticipated Work Date:
Arrival Time:

Area Construction:
Type of Change:
If relocation, please give Rm #:
Contractor #1 Name:
Trade:
Foreman:
Telephone #:
Contractor #2 Name:
Trade:
Foreman:
Telephone #:
Description of Work:

Will there be interruption to the building's utilities: Yes____ No____ (if yes response, please fill out 2nd page)

Agency's Authorized Signature: _____

DCAMM's Authorized Signature: _____

DCAMM Work Permit Number Assigned: _____

Contractor's work requires shutdown or interruption of any of the following building systems:

None

_____	Fire Alarm
_____	Sprinklers
_____	HVAC System: Air Handlers, Exhaust Fans, Hot Water Steam, Chilled Water
_____	Plumbing: City Water, Hot Water, Drains
_____	Electrical Distribution Panels
_____	Security Systems: Camera or Door Control
_____	Elevators
_____	Escalators

Will access to the STB Loading Dock be required?

Additional notes or comments:



State Transportation Building Emergencies

DCAMM Security and Life Safety Department establishes fire and emergency response plans, including evacuation plans and procedures. The Security and Life Safety Department also organizes evacuation teams, which are set up by either Agency or floor to function as organizers to facilitate the safe evacuation of those who work in, or visit DCAMM facilities. Evacuation teams, which are picked by DCAMM, consist of a Team Leader, Assistant Team Leader, Area Monitor, Stairwell Monitor, and Handicap (HP) Assistant. Evacuation Team Leaders (ETLs) provide team profile information (number of team members, evacuation routes, number of persons requiring assistance, etc.), which DCAMM maintains and distributes as necessary for both operational and training purposes. The Security and Life Safety Department holds evacuation team meetings and training sessions throughout the year.

EMERGENCY CONTACTS	PHONE #
Emergency	911
DCAMM Management Office	617 -973-7200
DCAMM Control Center (24 hour)	617-727-1000
Massachusetts State Police	617-727-2917
State Transportation Building Security	617-973-7120
DCAMM Deputy Director of Security and Life Safety	617-991-6865
EMERGENCY SITUATIONS	
Bomb Threat Elevator Malfunction Fire and Life Safety Fire Safety Guide Medical Emergency Power Failure Severe Weather	

Toxic Hazards

Emergency Procedure Plan

STATE TRANSPORTATION BUILDING EMERGENCY PROCEDURES PLAN

Reporting a FIRE – Options:

1. Locate the nearest Fire Pull Station and pull the lever down completely.

This is the fastest and most direct method to insure that all emergency response agencies, emergency teams, and building occupants are immediately notified of an emergency, Pull Stations are located at key points throughout the building. Take the time to become familiar with their locations.

OR

2. Call Security at 617 973-7120. Give Security the following information: Address, Floor, Tenant and Location of fire or smoke if known.

OR

- 3 a. Call 911. Give the Operator the following information: Address, Floor, Tenant and Location of fire or smoke if known.

AND

- 3 b. Immediately call Security and inform them a 911 call has been placed giving them the same information supplied to 911Operator.

REPORTING OTHER TYPES OF EMERGENCIES:

In the event of any other type of Emergency (i.e. medical, bomb threat, etc.) alert the proper authority and await further instruction:

Boston EMS	911
Boston Fire Department	911
Boston Police Department	911
Massachusetts State Police	617 727-2917
STB Security	617 973-7120
DCAMM Management Office	617 973-7200
Ashburton Control Center	617 727-1000



State Transportation Building Fire and Alarm System Information

At the State Transportation Building the DCAMM Management Team and DCAMM Life Safety Division have worked closely with all Agencies located in the building to build an effective Fire and Emergency Response Plan. Within each Agency are Emergency Team Leaders who serve in this capacity. These Emergency Team Leaders are trained tenant agency personnel familiar with the Occupant Emergency Plan. They appoint agency personnel to various Evacuation Team positions, assist DCAMM with fire safety issues on their floors, advise and direct tenants during fire drills and actual emergencies and keep current records of personnel who may need assistance during an evacuation.

All tenants of a work area are required to obey the direction of their Emergency Team Leaders during an emergency situation and adhere to the Occupant Emergency Plan. Emergency Team Leaders are responsible for the entire floor, not just the agency/area in which they work. If for any reason an Emergency Team Leader leaves his or her position in state government or transfers to another location, it is the Agency's responsibility to inform DCAMM of his or her departure. DCAMM Building Management and Life Safety personnel meet routinely with Emergency Team Leaders and hold a full evacuation fire drill not less than once a year.

Upon employment your Emergency Team Leader will review with you all pertinent information and responsibilities associated with the plan as it relates to your individual Agency, floor and to the overall building.

While full or partial evacuation of a building is sometimes necessary, evacuation is not always the only, or even proper, response in an emergency. Decisions regarding when and how much of the building to evacuate are highly dependent upon the nature of the emergency.

The State Transportation Building, comprised of eight stories, is considered a "high rise" Building. Therefore, the activation of the Fire Alarm System at the STB will almost always require the evacuation of the fire floor as well as the floor above and the floor below the fire floor. Most other emergencies **will not** require an immediate evacuation.

In the event of an emergency the alarm system warning sequence is as follows:

- The entire building will get an "alert" signal of four "bong type" tones followed by a message there is an emergency in the building. This message will be repeated a minimum of three times while the specific nature of the emergency is determined. **This is not a notice to evacuate your area. Its purpose is to alert you to the possibility of further warnings or announcements.**

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- **If the emergency involves your floor** the system will sound a second alarm. This is the evacuation signal. *It will be repeated over and over again and you will see both visual (strobe lights) and audio (horn) activated on your floor.* **This second alarm is a notice to evacuate your floor. Follow the directions given by your Emergency Team Leaders and Building Security and Staff in the common areas.** This alarm will continue to sound until deactivated by the Boston Fire Department and the building deemed safe to reenter.

Incident Report Form



The Commonwealth of Massachusetts
Division of Capital Asset Management & Maintenance
Office of Facilities Management & Maintenance
1 Ashburton Place
Boston, Massachusetts 02108
617 727-1000

Please fill in applicable space on Page 1 and provide narrative information on Page 2. Completed reports should be promptly submitted to the Director of Security, Division of Capital Asset Management and Maintenance

Date of Incident:	Time of Incident:	Day of Week:
Date of Report:	Report by:	
Location (Specific):		

Type of Incident:	Injury	<input type="checkbox"/>	Security Issue	<input type="checkbox"/>	Threat	<input type="checkbox"/>
<i>Check all that apply</i>	Fire	<input type="checkbox"/>	MV Accident	<input type="checkbox"/>	Assault	<input type="checkbox"/>
	Theft	<input type="checkbox"/>	Vandalism	<input type="checkbox"/>	Other (specify)	<input type="checkbox"/>

Involved Party:	Telephone #:	Ext.#
Agency?:	Visitor:	Witness:
Witness 1:	Telephone #:	Ext.#
Witness 2:	Telephone #:	Ext.#

Injuries? (Y/N)	Description of Injuries (specific):
------------------------	--

Police/Fire/EMS Notified?	Person Notified:
BSB Staff Notified?	Person Notified:

Complaint against (if applicable):		Agency/Visitor:	
Sex:	Male <input type="checkbox"/>	Race:	<input type="text"/>
	Female <input type="checkbox"/>	Height:	<input type="text"/>
		Age:	<input type="text"/>
		Eye Color:	<input type="text"/>
Other Identifiers:			

Date		Referred to:	Dcamm only
Received:			
Comments:			
Completed by:		Date:	

See additional pages for Incident Report Narrative/Information and After Action Report (if applicable).

INCIDENT #
 Page 1 of 3

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*The Commonwealth of Massachusetts
Division of Capital Asset Management & Maintenance
Office of Facilities Management & Maintenance
1 Ashburton Place
Boston, Massachusetts 02108
617 727-1000*

**INCIDENT REPORT FORM
NARRATIVE OF EVENTS/INCIDENT**

Narrative submitted by:

Date:

See additional pages for Incident Report Narrative/Information and After Action Report (if applicable).

INCIDENT # _____
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The Commonwealth of Massachusetts
Division of Capital Asset Management & Maintenance
Office of Facilities Management & Maintenance
1 Ashburton Place
Boston, Massachusetts 02108
617 727-1000

**INCIDENT REPORT FORM
AFTER ACTION REPORT**

This page is to be completed by Division of Capital Asset Management and Maintenance personnel.

EVENT	
RESPONSE	
COMMENTS	
RECOMMENDATIONS/ACTION	
Submitted by:	Date:

INCIDENT # _____
Page 3 of 3

State Transportation Building Photo Identification and Access Cards

The DCAMM Life Safety Officer or designee shall issue security access badges when authorized in writing by an agency representative to all employees working at the facility except for DOT and MBTA employees. These employees are issued badges from within their individual Agency only.

State Transportation Building Key Management

All State Transportation Building tenant agencies are requested to supply DCAMM with a key for access to their office areas to ensure quick response to fire, leaking water, or personal safety of any agency employee.

Lockouts:

DCAMM will assist a tenant who is locked out of his/her office if the following conditions are met:

There is staff on duty in the building of the request. DCAMM will not pay staff overtime or request an employee to return to work to unlock an agency door.

The employee presents an employee photo identification card to the DCAMM staff member providing access. DCAMM will not unlock a door, until it is determined that the person is approved access in that area.

The employee acknowledges in writing that authorization was given to open the agency's door.

Law Enforcement Access

Please use web-based form at:

<http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/law-enforcement-officer-access.html>

State Transportation Building Lost and Found

To report **lost property**, contact the Security Office at (617) 973-7120.

Please bring **found items** to the Security Office at (617) 973-7120.

Modification of Office Space

Any agency wishing to modify or renovate office space must notify DCAMM in advance and receive written approval from DCAMM on the [Contractor Work Permit Form](#) prior to beginning any such project. The notification shall include scope of work, the hours during which work will be performed, and the names of the contractors performing the work. Outside contractors hired by agencies to perform services must show written proof of DCAMM approval and workers must have CORI's performed prior to the project commencing. For major renovations the tenant must obtain a building permit from the Department of Public Safety at (617) 727-3200 and an electrical permit. DCAMM is not responsible for providing materials or labor for any modification or renovation of office space.

Terms and Conditions for Renovating or Modifying Office Space by outside vendors:

- All approved construction shall be performed in a professional manner with only first class materials.
- Quality control is the responsibility of the applicant and subject to review and inspection by DCAMM.
- The applicant shall redo or replace at its own expense any work not approved by DCAMM due to material or workmanship.
- All work is to be performed in a manner causing a minimum of inconvenience to the facility's employees and the public.
- The applicant shall not allow the accumulation of debris in or about the work site.

Site clean-up and restoration is the responsibility of the Contractor and is subject to final review for approval by DCAMM.

State Transportation Building Mother's Lactation Room

The Mother's Lactation Room is located on the second floor of the STB. Please visit the Building Management Office, Suite 2180, for information regarding use.

State Transportation Building Parking Garage

There is a two level Parking Garage at the State Transportation Building. The Garage is managed by Pilgrim Parking. Garage passes are issued by individual Agencies. Public parking is available at \$20.00 per day.

Bicycle parking is available on the upper level of the garage.

State Transportation Building Posting Notices or Posters

No posted material shall be affixed to walls, doors, or elevators at the STB without the DCAMM Management Office review and approval. No political campaign materials shall be displayed or posted in the State Transportation Building.

Prohibited and Dangerous Items

Prohibited Items

The following items are not permitted inside the Building:

- Dangerous Weapons: Only sworn Federal, State, County and Municipal law enforcement officers duly authorized to carry a weapon may do so while inside the Building.
- Cut fresh Christmas trees, wreaths etc.
- Open flames
- Smoking
- Pets or other animals with the exception of service animals
- Appliances, such as portable heaters*

* Should an exception to this policy be requested, a [Portable Space Heater Request and Approval Form](#) must be submitted to DCAMM. Requests may come from an individual or from an agency ADA Liaison for an individual's reasonable accommodation. Please note: The request must be approved by the requestor's supervisor prior to submittal.

Dangerous Items

The following are not permitted inside the Building by anyone other than sworn police officers of the Commonwealth of Massachusetts or federal law enforcement officers:

- Firearms of any kind (see details below)
- Explosive devices of any kind
- BB or pellet guns
- Knives with blades greater than 3" long
- Mace, pepper spray or other chemical agents
- Stun guns or other device for directing an electrical charge at persons.
- Other dangerous items, as determined by security officials or facility staff (see below)

Other Dangerous Items:

Building Security Staff have sole discretion to disallow any other item that may, in their opinion, present a threat to the safety and security of the building or its occupants.

Items determined to be dangerous by authorized officials, as noted above, will not be permitted into the Building. At the discretion of the screening personnel on duty such items may, at the exclusive risk of the item's owner, be put aside at a nearby location and reclaimed by the owner after exiting the facility. Neither DCAMM, nor any of the agencies noted above, assume any responsibility for items left pursuant to this policy. The Massachusetts State Police will respond to all incidents where a concealed weapon is not declared yet disclosed during a security



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inspection. The Massachusetts State Police reserve the right to ask for and view the owner's permit to carry said weapon. Individuals in possession of firearms who are unable to produce a valid permit for that weapon are subject to arrest and confiscation of the weapon in accordance with Massachusetts' law.

All inappropriate comments compromising the safety and security of the Building and/or personnel will be taken seriously and referred to the MA State Police for action.

Only state employees carrying a valid state employee identification card may be allowed to bypass a security checkpoint.

State Transportation Building Property Removal

The State Transportation Building uses Property Removal Passes for removal of equipment from the building. Any occupant removing equipment (furniture, computers, etc.) from floors 2-8 must present a signed property removal pass to security. Property removal passes must have an authorized agency signature to be valid. Property removal passes are required 24 hours per day and need to be signed prior to any equipment leaving the building. Failure to show a signed Property Removal Pass can result in the equipment not being allowed to leave the building.

Please use the property removal pass on the next page:



The State Transportation Building

Property Removal Pass

(Please print legibly)

Person Authorized To Remove Property: _____

Property To Be Removed: _____

Date and Time of Removal: _____

Authorized By: _____ Agency: _____

Signature of Security Officer/Dock Master: _____

Source of Positive Identification: _____

State Transportation Building Security

It is the policy of the Division of Capital Asset Management and Maintenance (DCAMM) to provide a safe and secure working environment for employees and visitors to DCAMM facilities, through the prohibition of carriage of weapons or other dangerous items inside these facilities and to screen those entering the facilities to prevent the unauthorized conveyance of dangerous weapons into the facilities.

The Security Department:

- Manages Building Visitors and Customers
- Manages security cameras which monitor the building and grounds 24/7.
- Establishes and implements Security and Safety policies and procedures
- Provides Emergency Response Planning
- Manages contracts for Security Services and Security Equipment Maintenance and Repair
- Provides Photo ID/Access Cards for employees
- Maintains Key Control
- Manages building Parking Operations

In addition, all visitors and vendors must stop at the Security Desk located in the main entry of the Springfield State Office Building. Vendors must notify Security of any delivery, also sign in and out at the main entrance Security Desk. Any Contractor services scheduled to come to the building must receive approval from DCAMM prior to any delivery; provide maintenance, installation or services to building. Contractors will also be required to sign in and out at the main entrance Security Desk and may not gain access to User Agency premises unless they are greeted and accompanied by an employee of DCAMM or User Agency.

To contact the Security Department, email them at: security.dcammm@state.ma.us
For more urgent issues, contact the Security Director at (617) 727-4100.

State Transportation Building Services



STATE TRANSPORTATION BUILDING

- ATM Machines (First and Second Floor)
- Charlie Card Machine (First Floor)
- Coffee Shops, Restaurants and Food Court (First Floor)
- Banking Services (First Floor)
- Convenience Store (First Floor)
- Sightseeing Tour Information (First Floor)
- Art Displays (Second Floor Atrium)
- Lunch Areas (Second Floor Atrium)
- Conference Rooms (Second Floor Atrium)
- On Site Child Care Facility

Smoking Policy



STATE TRANSPORTATION BUILDING

No smoking is allowed in the building. Effective August 25, 1997, the Smoking Policy prohibits smoking in any area of any State Office Building, including bathrooms, stairwells, and garages in accordance with M.G.L Chapter 270, section 22. This law supersedes Administrative Bulletin 87-1 promulgated by the Executive Office of Administration and Finance

Below is a link to M.G.L., Chapter 270, and section 22

<https://malegislature.gov/Laws/GeneralLaws/PartIV/TitleI/Chapter270/Section22>

Work Order Request - For DCAMM managed facilities



STATE TRANSPORTATION BUILDING

Submit a building work order request to the Division of Capital Asset Management and Maintenance (DCAMM).

Please use the [NEW CAMIS Tririga Request Central](#) work order system.

If you have not received a username and password yet, please contact CamisHelpdesk.dcam@massmail.state.ma.us